

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, September 29, 2020 11:04 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)
Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

Thank you Kim. As the resident made a late payment due to confusion with the invoice. We are going to recommend removing the late fees. I will let the property owner know that the credits were applied to the account.



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 29, 2020 10:46 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 94 Cook Ave W- (Q2 2020) Billing Error

Think Before You Click: This email originated outside our organization.

Clare,
Please see update below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>
Sent: Tuesday, September 29, 2020 10:43 AM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

The credit was done 4/27/20
Late fee 9.62-Was tax rolled. Payment dint post to account until 5/4/20.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | F: 651-487-8552 | E: kim.shannon@AdvancedDisposal.com
Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Tuesday, September 29, 2020 10:37 AM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: FW: 94 Cook Ave W- (Q2 2020) Billing Error

Kim,
Please see request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, September 29, 2020 10:36 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

Thank you Kim. Please provide me with the following information:

1. When was the credit applied to the account?
2. Itemized breakdown for Q2 2020 invoice
- 3) Payment history for Q2 2020

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 29, 2020 10:34 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 94 Cook Ave W- (Q2 2020) Billing Error

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Clare,
Please see update below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>
Sent: Tuesday, September 29, 2020 10:30 AM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

Clare,
It was done. \$9.00 credit with taxes the total credit was \$12.40.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



Advanced Disposal



309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | F: 651-487-8552 | E: kim.shannon@AdvancedDisposal.com
Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Tuesday, September 29, 2020 10:04 AM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: FW: 94 Cook Ave W- (Q2 2020) Billing Error

Kim,
Please see information and request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, September 29, 2020 10:03 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; grevering.sph@gmail.com
Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

Hello Kim,

I spoke to the resident and it appears as though they have a pending assessment for their Q2 2020 delinquent garbage bill. This appears to be the amount that was supposed to be credited for the three additional trash bags. In your last e-mail you stated that you would credit this amount to the property owner's account. Why was this not done?

Thank you.



Clare Pillsbury

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From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, April 21, 2020 1:47 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; grevering.sph@gmail.com

Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

Yes. Thank you Kim!



Clare Pillsbury

Management Assistant I

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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Sent: Tuesday, April 21, 2020 1:06 PM

To: grevering.sph@gmail.com

Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

Thanks Kim!

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, April 21, 2020 11:44 AM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: FW: 94 Cook Ave W- (Q2 2020) Billing Error

Think Before You Click: This email originated **outside** our organization.

Chris,

Please see update from Kim.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>

Sent: Tuesday, April 21, 2020 11:40 AM

To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>

Cc: Jim Smith <Jim.Smith@advanceddisposal.com>

Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

I have reached out to the resident.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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T: 651-768-5270 | F: 651-487-8552 | E: kim.shannon@AdvancedDisposal.com

Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]

Sent: Monday, April 20, 2020 11:02 AM

To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>

Cc: Jim Smith <Jim.Smith@advanceddisposal.com>

Subject: FW: 94 Cook Ave W- (Q2 2020) Billing Error

Kim,

Please see request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Monday, April 20, 2020 10:48 AM

To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

Thank you Kim. Please have someone call the resident once this had been done.



Clare Pillsbury

Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 20, 2020 10:30 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 94 Cook Ave W- (Q2 2020) Billing Error

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Clare,
Please see update from Kim.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>
Sent: Monday, April 20, 2020 10:23 AM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: RE: 94 Cook Ave W- (Q2 2020) Billing Error

Good morning,
It was an error. I will put the credit through.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Friday, April 17, 2020 3:47 PM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: FW: 94 Cook Ave W- (Q2 2020) Billing Error

Kim,
Please see information and request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Friday, April 17, 2020 3:01 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 94 Cook Ave W- (Q2 2020) Billing Error

Please forward to Advanced Disposal:

Property Address & PID: 94 COOK AVE W (PID: 302922230053)
Property Owner: Brian R Newman; Nancy A Newman
Phone Number or Email: 651-489-5725; nancya1212@hotmail.com
Pending Bill Amount: \$204.89
Quarter Bill is For: Garbage Service; Quarter 2 2020

Summary of Issue: Resident stated that she is being billed for 3 additional trash bags allegedly left out on 02/28/2020. They stated that the charge is an error as they did not leave out any additional bags on this day. Please confirm whether there were additional bags set out during Q1 2020 and provide documentation.

Thank you!



Clare Pillsbury

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